Call Return - enables a customer to place a call to the last telephone number of the most recent call received. By pressing *69 on a Touch-tone phone or 1169 on a rotary phone, the customer can return a call regardless of whether they answered the phone c not. In other words, the customer can have a Call Waiting call beep in and not answer the phone and still be able to return the call using Call Return. Once activated, Call Return will voice back the number of the last incoming call (if available) and allow the customer to return the call if the call originated in the LATA. If the line is busy when the call is returned, the system will monitor the line every 45 seconds up to 30 minutes and ring the customer back via a distinctive ring when the called line is free. Call Return is available on a subscription and per use basis.

Repeat Dialing - allows a customer to automatically redial the last number which they attempted. This feature is very useful when the customer attempts to call a line that is busy. By pressing *66 on a Touch-tone phone or 1166 on a rotary phone, a customer can have the network monitor the busy line every 45 seconds up to 30 minutes and ring them back via a distinctive ring when the person's line whom they are calling is free. Once the customer picks up the phone, the system will ring the called party's line. Repeat Dialing is available on a subscription and per use basis.

Preferred Call Forwarding - enables a customer to transfer up to six telephone numbers on a screening list to another number. Only the calls that are on the screenin list will be forwarded. Calls that are not on the list when the feature is activated will ring on the customer's line. To activate the feature, the customer must press *63 on a Touc tone phone or 1163 on a rotary phone. If a customer wants to listen to, add or amend his screening list, he presses *63 or 1163 and follows the voice menu.

2. Tariff References

Tariff information relating to TouchStar services can be found in the General Subscribers Services Tariff (GSST), section A13.

3. Installation Intervals

The intervals for service activation in the wholesale arena will duplicate the procedures and intervals used in the retail environment.
Normal Installation Intervals   Yes__X___ No_____

Project Coordination Required   Yes_____ No __X__

4. Service Inquiry & Ordering Guidelines

Following are the forms required to be submitted to the LCSC for order issuance:

- Local Service Request Form
- End User Information Form
- Resale Service Form

Copies of the forms with line-by-line instructions are located in the Resale Ordering Guide.

TAB 73

TOUCH-TONE
INFORMATION PACKAGE

TOUCH-TONE
INFORMATION PACKAGE

1. Service Description

A. Basic Service Feature -   Touch-tone

B. Basic Service Capabilities - Touch-tone service is a signaling service that provides for the origination of telephone calls by sending Dual Tone Multifrequency Signals (DTMF). This service is furnished for use with individual central office lines. Touch-tone service accelerates dialing and call completion thereby increasing the convenience of making financial and informational transactions over the telephone. Touch-tone service is included with Basic Local Exchange services at no additional charge in FL, SC, and AL. Georgia customers may choose between a line with touch-tone or rotary dial service. In KY, MS, NC, TN, and LA touch-tone service is offered as an optional service.

2. Tariff References

GSST Section A13.2 for all states.

3. Installation Intervals:

Normal Installation Intervals   Yes __x__   No _____
Project Coordination Required   Yes _____   No __x__

4. Service Inquiry & Ordering Guidelines

Following are the forms required to be submitted to the LCSC for order issuance:

- Local Service Request Form
- End User Information Form
- Resale Service Form

Copies of the forms with line-by-line instructios are located in the Resale Ordering Guide.

TAB 74

VISUAL DIRECTOR
INFORMATION PACKAGE

Visual Director
Information Package

1. Service Description

   A. Basic Service features

   Visual Director (VDR) is a grandfathered pricing package which contains the network features supporting the ADSI protocol and that complements the operation of ADSI CPE, sometimes referred to as a screen phone. VDR services include:

   - Call Waiting Deluxe (CWD)
   - Caller ID (CID) Deluxe
   - Call Forwarding Busy Line (CFBL)
   - Call Forwarding Don't Answer (CFDA - Excludes Ring Control capability)
   - Message Waiting Indication - Audible (MWIA-Excludes Visual capability)

   B. Basic Service Capabilities and Restrictions

   CWD requires Script Management capability to manage and download customized telephony scripts from a server into ADSI CPE/screen phones for storage in a service script slot. These scripts will allow the ADSI CPE/screen phone to display certain prompts and populate soft keys that will provide information and options based upon the call state and assist the caller in operating other network features. The Script Management capability is not included as part of CWD.

   CWD is compatible only with a 1FR, 1FB, or on the last line of a Series Completion arrangement.

   ADSI compatible CPE (Type 3) is required to achieve the full functionality of CWD service. Non-ADSI CPE (Type 2), such as a Call Waiting Display adjunct unit, may also be used, but will not provide the ability to handle the waiting call in all of the ways described in C below.

   C. How Does This Service Work?

   CWD - Without interrupting the current call, CWD and ADSI CPE provide the customer with the ability to handle the waiting call in several ways. The customer may:

   1. Answer the call, dropping the first call
   2. Answer the waiting call, placing the first call on hold
   3. Direct the waiting caller to hold via a recorded announcement
   4. Forward the waiting call to another location (e.g. a voice mailbox or telephone answering service

5. Conference the waiting call into the existing, stable call with the ability to subsequently drop either leg of the call.

CID Deluxe - (name and number) displays the listed name and number of the incoming call on CPE. When a CID Deluxe subscriber receives an incoming call, then end office launches a network query that is directed to one of serveral calling name database pairs distributed in the network. If the name is present, the response is sent to the end office so the name can be populated in the appropriate data field. The name and number are then delivered by the end office to the subscriber between the first and second ringing cycle. If the name is not present, an attempt will be made to populate the data field with the city and state of the incoming call. If the name is not available and the city/state cannot be determined, an indicator is set in the data field to specify that the name is not available. This will be displayed by CID equipment as "Unavailable" or "Out of area".

D. Feature Interaction

<u>Anonymous Call Rejection (ACR)</u>: ACR will take precedence over CWD on incoming calls to a line with both ACR and CWD activated.

<u>Calling Number Delivery Blocking (CNDB)</u>: If CNDB is used to restrict the calling name and/or number of the waiting call, then the privacy indicator will be displayed to the CWD subscriber.

<u>Cancel Call Waiting (CCW)</u>: A CWD subscriber may temporarily override CWD service by activating CCW in two ways. Prior to originating a call, the subscriber can activate CCW. If the subscriber also has Three Way Calling (TWC), CCW can be activated during a call if he activates TWC and then enters the access code for CCW. This ability to override CWD is on a per-call basis. When CCW is activated, a CW alerting tone will not be provided and display information is not delivered to the CPE. The party calling the CWD subscriber will receive busy treatment.

<u>Call Forwarding Busy Line (CFBL)</u>: When both CWD and CFBL are active on a customer's line, CWD shall take precedence over CFBL for any calls that are received while the customer is off-hook and engaged in a stable call. However, if the customer has a waited call, held call, or is controlling a CWD conferenced call, CFBL will take precedence over CWD for all incoming calls which cannot be waited.

<u>Call Forwarding Don't Answer (CFDA)</u>: CFDA provides the forwarding destination for the "forward" default treatment and the FORWARD per-call option.

<u>Call Forwarding Variable (CFV)</u>: CFV takes precedence over CWD when both are active on a customer's line.

Call Tracing (Customer Originated Trace) (CT): CT is activated on the number in the Incoming Memory Slot (IMS). The IMS is updated when a customer is alerted of a waiting call.

Call Return (CR): The switch will not apply CWD alerting indicating CR special ringing to a CWD customer's line when the customer is in a stable two-party call.

Call Waiting (CWT): CWD will override regular CWT so that CWD tones will be heard by the subscriber in lieu of regular CWT tones.

Multiline Hunt Group (MLHG): CWD may not be assigned to MLHG lines.

Preferred Call Forwarding (PCF): PCF takes precedence over CWD.

Remote Call Forwarding (RCF): CWD may not be assigned to lines with RCF active.

Repeat Dialing (RD): The switch will not apply CWD alerting indicating RD special ringing to a CWD customer's line when the customer is in a stable two-party call.

RingMaster (RM): If the switch reserves a call for the primary DN of a line that has CWD and RM, and that line is in a stable two-party call, CWD treatment will be provided and the switch will not provide distinctive alerting.

If a call is received by a switch for the secondary DN of a line that has CWD and RM, and that line is in a stable two-party call, the switch will provide distinctive alerting tones in place of Subscriber Alerting Signal (SAS).

Series Completion (SC): CWD has the same interactions with SC as exists for CWT in that CWD will only be applicable on the line which SC has determined to terminate the call.

Three Way Calling (TWC): When a CWD subscriber is controller of a three way call, CWD data and alerting will not be delivered. This is regardless of whether all parties are joined in conversation or if one of the parties has been placed on hold. This is consistent with CW functionality which does not allow notification to a TWC controller.

2. Tariff References/Price List References

    GSST SECTION A113

3. Installation Intervals

    Normal Installation Intervals YES_X__ NO__
    Project Coordination Required YES___ NO__X_

4. Service Inquiry & Ordering Guidelines

Since Visual Director is a grandfathered pricing package, it will only be available to customers who currently have the package.

Following are the forms required to submit an order:

Local Service Request Form
End User Information Form
Resale Service Form

Copies of the forms with line-by-line instructions are located in the Resale Ordering Guide.